

# EU-ARMENIA TWINNING PROJECT

## Activity 1.8

*Follow-up on achievements and  
recommendations for the future*

## Statistical Information Dissemination

Yerevan, 30 May - 2 June 2017





## Mandatory result

### **Mandatory result MR1 related to this activity**

Statistical Information Dissemination System improved

*Benchmarked by*

- Statistical Information Dissemination System in place (July 2017)
- Statistical Information Dissemination System Strategy paper developed and adopted by the State Council on Statistics (July 2017)
- User satisfaction survey questionnaire updated, tested and published at the NSSRA website (July 2017)



# Purpose and expected output of 1.8

## Purpose

- To discuss the status regarding the component at the beginning of the project
- To discuss the status of the project results
- To prepare recommendations regarding the sustainability of the achievements
- To prepare recommendations for future work of NSSRA after the project finishes
- To identify outstanding issues and needs for further support, if any



## Purpose and expected output of 1.8

### Expected output

Mission report covering the following:

- Status of project results
- Sustainability of the achievements
- Recommendations for the future (short and long term)
- Identification of needs for additional support
- Outstanding issues



## Status at the beginning of the project

- The existing Dissemination Strategy of NSSRA needed to be updated to reflect best EU and international practice – I.e expectations defined in Code of Practice and Quality Assurance framework
- In order to improve dissemination and accessibility to the statistical information of NSSRA there was a need to improve the feedback from users by updating the existing user satisfaction survey questionnaire
- It was also a need of NSSRA to establish user- and producer groups aimed for targeted dialogue for different statistical domains in order to further improve the statistical production and dissemination
- The website of NSSRA needed to be modernized
- NSSRA needed input to continue work on quality issues in the newly established Quality unit



## Status of project results (1)

A modernized statistical information dissemination system in NSSRA is in place:

- New Dissemination and Communication Policy and Strategy documents have been developed, and adopted by the State Council on Statistics and published at the NSSRA website.
- Action plans for implementing the strategy have been developed, as well as a plan for annual revision of the strategy.
- The Dissemination and Communication Strategy supports a close dialogue between users and producers of statistics on a regular basis.



## Status of project results (2)

- Inputs to the User Satisfaction Survey have been integrated and tested, and an updated version of the User Satisfaction Survey has been published at the NSSRA website.  
NSSRA has developed an online version of the questionnaire instead of the previous Word-document users had to fill in.
- Meetings with different user groups have been held to increase cooperation and knowledge sharing with crucial users of statistics.
- A list of Frequently Asked Questions (FAQ) has been developed according to expert's recommendations for providing users easy access to the most frequent standard data requests.
- A MoU for data exchange with the Ministry of Nature Protection have been developed and signed by the Ministry.



## Status of project results (3)

### Website improvement

- Front page of [www.armstat.am](http://www.armstat.am) has been reorganized
  - Visual identity slightly updated
- Navigation architecture has been reorganized and simplified
  - Needs of users prioritized
- FAQ have been introduced and organized according to subjects
- Colours and font sizes have been changed for easier reading
- Armstatbank.am has been updated to latest version





## Sustainability of the achievements (1)

- Work must be done to create a broad understanding (politically and administratively) for the rationality of NSSRA accessing new data sources
- Follow-up on the current MoU with the Ministry of Nature Protection, and plan for a practical pilot test of exchange of data (End of 2017)
- The MoU should be adjusted to be used with other data providers:
  - Ministry of Health, RA Police, RA State Migration Service
- The current work on establishing agreements with external data providers will serve as a sound platform for the high-level meeting in July 2017 with the Prime Minister of RA and the Director General of Statistics Denmark



## Sustainability of the achievements (2)

- Review and evaluate the Dissemination and Communication Strategy every two years
- Draw up a specific annual action plan based on the strategy and publish it (on the web site) at the beginning of the year
- The action plan may well contain overall objectives that covers at least two years
- It must be ensured that strategy and action plans have managerial support
- Goals, processes, results and success must be communicated to all staff in NSSRA



## Sustainability of the achievements (3)

- Hardware for armstat.am / armstatbank.am is technically NOT sustainable
  - Urgent need for replacement – As soon as possible
- Software for armstat.am can NOT be further developed
  - No new user requirements can be met - responsiveness
  - Vision of NSSRA to develop interactions & visualizations is not possible
  - Need for new platform 12-18 months
- Staff
  - Competent – but substitutes are needed
  - Content update must be a responsibility for subject matter divisions / the dissemination unit – the staff of the IT-department need time to use their core skills



# Recommendations for the future (short and long term) (1)

- Conduct a focus group meeting with representatives from the medias and press before end of June 2017.  
It would be useful if the event could be coupled with the launch of the new web site
- Make a decision on how to technically present the User Satisfaction Survey on the website and/or how to distribute the survey to the relevant respondents
- Conduct light-version of general trust survey in addition to user surveys
  - In 2017 and in 2020 in order to compare results over time
  - Use OECD recommendations for international comparison



## Recommendations for the future (short and long term) (2)

- Develop an action plan for communicating results from user survey to different user groups as well as to employees in NSSRA –and to ensure the findings – lessons learned are incorporated in the day to day work
- Consider introducing more social medias (e.g. Twitter, LinkedIn, etc.) as tools for communicating directly with users (2017)
  - When social medias will be introduced, include a chapter in the Communication and Dissemination Strategy about the plans for the use of social medias
- Link main communication and dissemination strategy to sub-strategies (e.g. Agricultural Census dissemination Strategy - 2017)



## Recommendations for the future (short and long term) (3)

- Budget for total renewal of hard- and software
  - Test and development environment needed
  - Hosted solution to be considered – cloud based / SAS? – Align with the IT strategy that is in process
  - Development of technical documents stating requirements to new system
- Staff training
  - dot.NET, JavaScript, Json / JsonStat – other technologies for data integration and visualization on internet
  - Web server administration / Interaction between web servers and software development tools
- To develop a flexible organization of the web site which takes both content and technical platform into account



## Identification of needs for additional support

- New platform for websites
  - Technical & financial support needed
- Development of the editorial set-up for NSSRA
- Strategy and action plan for digital publishing
- Establishment of permanent user boards (for various statistical areas) with fixed meeting frequency – make user boards part of the organizational map and state activities and members on website



## Outstanding issues

- There are no outstanding issues within this component linked to the mandatory results
- The web platform needs recapitalization / investments to meet user expectations and ensure availability
- User-driven development will always continue ...

